KERC/17/DDD/1253/2024-25/961

BEFORE THE KARNATAKA ELECTRICITY REGULATORY COMMISSION

BENGALURU

Order Dated: 19.11.2024

Present:

Sri P. Ravi Kumar - Chairman

Sri H.K.Jagadeesh - Member (Legal)

Sri Jawaid Akhtar - Member

In the matter of: Creation of additional CGRFs at corporate level to form 2-tier CGRF with a view to make it convenient for consumers to get their grievances redressed expeditiously.

Preamble:

The Commission has been receiving proposals from the ESCOMs seeking approval for creation of additional CGRFs at corporate level providing for 2-tier system of complaint redressal for the consumers to get their grievances redressed expeditiously. Further, it is stated that the Energy Department, GoK has directed the ESCOMs to establish additional CGRF at the Corporate level with digital interface and auto escalation of complaints if not resolved at the district level.

In this regard, the Commission notes that the Clause 3.1 of the KERC (Consumer Grievance Redressal Forum and Ombudsman) (Second Amendment) Regulations, 2013 notified vide Notification No: KERC/D/37/13, dated 10.05.2024, provides for establishment of CGRFs in every Revenue District. Accordingly, the ESCOMs have established the CGRFs in their jurisdictions.

Further, as per the Electricity (Rights of Consumers) Rules, 2020 issued by MoP, GoI, it is prescribed that the distribution Licensee shall establish CGRF at different levels to cater to the needs of the sub-division, division, circle, zone, company level.

The Commission is of the view that establishing of an additional CGRF at the Corporate Office will provide an option to the consumers to approach the second level CGRF at the Corporate level if the grievance is not addressed at the district level Forum. Thus, the Commission, duly invoking the provision contained under the clause 14 of the KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2004, for removal of difficulties, hereby decides to allow the Distribution Licensees to establish additional CGRF in their Corporate office. Hence, the following order:

O R D E R

i) The Commission hereby orders that every Distribution Licensee in addition to existing district level Forums, shall establish a Forum called "Consumer Grievance Redressal Forum at corporate level".

ii) The Forum at corporate level shall consist of a chairperson and four members. The chairperson shall be an officer of the Licensee not below the rank of a Chief Engineer, one member shall be an officer of the Licensee not below the rank of Superintending Engineer, one member representing prosumer and one more member shall be nominated by the Commission from among persons who have experience or knowledge of Electricity sector/ Consumer affairs/Law.

iii) The Distribution Licensee shall facilitate/create digital interface and auto escalation of the complaints to Consumer Grievance Redressal Forum at corporate level, if the grievances are not resolved at the district level CGRF. The grievance if unresolved at the district level CGRF shall be escalated to the CGRF at corporate level, on the date of exercising such an option by the complainant. The CGRF at corporate level shall resolve such grievances within a maximum period of thirty (30) days. Thereafter, the complainant if aggrieved, may appeal before the Electricity Ombudsman in accordance with the above Regulations.

iv) All other conditions specified in the above Regulations are applicable to the Forum at corporate level.

v) The office is directed to propose necessary amendments to the KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2004, accordingly duly following the procedure.

This Order is signed and issued by the Karnataka Electricity Regulatory Commission at Bengaluru, this day, the19th day of November 2024.

Sd/-	Sd/-	Sd/-
Sri. P. Ravi Kumar	**Sri. H.K. Jagadeesh**	**Sri. Jawaid Akhtar**
Chairman	**Member**	**Member**